

Getting the most from your coaching

Stakeholder Edition

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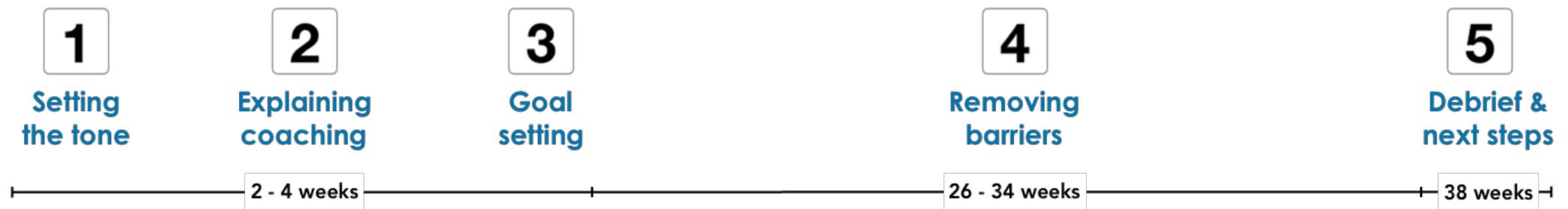


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What happens next?

Congratulations on your decision to invest in Next Level coaching. The graphic below gives an overview of what you can expect as you and your team work with Next Level to remove the barriers to achieving peak-performance for your company.



- 1 Setting the tone**
You establish and introduce the coaching process to your team and together decide on individual goals
- 2 Explaining coaching**
Your team learns about what coaching is, how it works, and meets your coach
- 3 Goal setting**
Each team member has an initial session with your coach to set and further define goals for their coaching programme

- 4 Removing barriers**
The coaching programme is rolled out over a 6-8-month time period
- 5 Debrief & next steps**
You discuss progress with your coach and the recommended next steps

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Step 1 - Setting the tone with your team

To get the most from coaching, your team must be engaged with the process. The more they put into it, the more they will get out of it. As a stakeholder and leader of your business, the way you introduce the performance coaching process is key. By now you have made the decision that Next Level is right for the business and you must show each member of your team how it is right for them. Setting a tone of positivity from the very beginning will make all the difference.

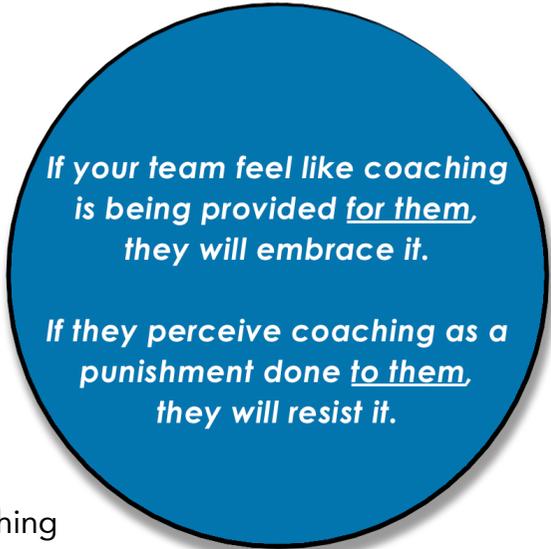
Here is a list of actions to take and advice to consider when introducing coaching to your team.

- A.** Introduce what is going to happen in a team meeting and as much in advance of the first scheduled coaching session as possible. Tell everyone what coaching is, who will be delivering it and most importantly why you are bringing your coach in. Position coaching as a positive; that you are providing this for them as a tool to help them accomplish their goals, not as a punishment for a failure to meet a particular standard. Your coach will be happy to assist you should you wish.
- B.** Meet each team member individually. Address any further questions or concerns they may have (they may not have wanted to raise these in public) and then discuss together what their objectives for the coaching sessions should be. Include any KPIs (Key Performance Indicators) currently used in your business. You may already have suggestions for goals in mind but be sure to explore with each individual some other possibilities. Questions to help facilitate this conversation are below

How do you personally want to develop in your role?

What would you like to learn about that will help you perform better in your role?

What specifically do you feel is holding you back from achieving (the desired outcome)?



If your team feel like coaching is being provided for them, they will embrace it.

If they perceive coaching as a punishment done to them, they will resist it.

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Step 2 - Explain how coaching works

Very often, a coachee can come to their first session with a misunderstanding of what coaching is and how it works. Often, they think of it as training where they will simply listen and take notes. They are surprised when the focus of the sessions is on them, their situation and how to tailor a solution to their particular performance challenges. Making sure that your team have the right approach will go a long way to helping you get the most from your investment.

Your coach will cover the positioning of coaching in their first meeting with each of your team, but you can help by distributing a copy of **'Getting the most from your Coaching'** (provided by Next Level). This document explains what your team can expect from their sessions.

Here is a list of actions to take that will help make sure your team are properly briefed.



Each team member needs a clear understanding of what coaching is, how it works, and what they want from it, before they begin.

- A. Distribute a copy of **'Getting the most from your Coaching'** (provided by Next Level) to each member of the team and make sure they take the time to go through it.
- B. Provide each member of the team with your coach's direct contact details and let them know that the coach will contact them to arrange an initial call. On this call, they will have the opportunity to ask any questions they may have from reading the **'Getting the most from your Coaching'** document.

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Stakeholder's checklist (Summary)

The meeting with each member of your team should not take more than 30-45 minutes per person but will pay huge dividends later on. Below are all of the actions discussed in this document in one place for you to use, to facilitate the process.

	Complete
<p>A. Hold a team meeting to introduce what is going to happen as much in advance of the first scheduled coaching session as possible. Tell everyone what coaching is, who will be delivering it and most importantly why you are bringing your coach in. Position coaching as a positive; that you are providing this for them as a tool to help them accomplish their goals, not as a punishment for a failure to meet a particular standard.</p>	<input type="checkbox"/>
<p>B. Meet each team member individually. Address any questions or concerns they may have (they may not have wanted to raise these in public) and then discuss together what their objectives for the coaching sessions should be. You may already have some but be sure to explore with them some other possibilities. Questions to help facilitate this conversation are below</p> <p><i>How do you personally want to develop in your role?</i></p> <p><i>What would you like to learn about that will help you perform better in your role?</i></p> <p><i>What specifically do you feel is holding you back from achieving (the desired outcome)?</i></p>	<input type="checkbox"/>
<p>C. Distribute a copy of 'Getting the most from your Coaching' (provided by Next Level) to each member of the team and make sure they take the time to go through it.</p>	<input type="checkbox"/>
<p>D. Provide each member of the team with your coach's direct contact details and let them know that the coach will contact them to arrange an initial call. On this call, they will have the opportunity to ask any questions they may have from reading the 'Getting the most from your Coaching' document.</p>	<input type="checkbox"/>



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